

## DISPATCHER OF THE MONTH

We are pleased to announce that ILL066 has been named DOTM!

CONGRATULATIONS to this dedicated Dispatcher who has been with IPN since 2008!

*Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.*

## AN OUNCE OF PREVENTION

A huge benefit of being an active IPN dispatcher is access to free local alerts. Dispatchers who send more than three pages each week (tallied at the beginning of the month) are upgraded to Premium Dispatcher, which gives unlimited access to alerts. Many of our dispatchers take advantage of this benefit.

When the number of alerts drop, the Admin Team tries to help the dispatcher reach their benchmarks because we value you and want you to be part of our team. We check in via email before downgrading an account or closing it for inactivity.

Unfortunately, once your account is downgraded or closed, all of your settings are purged. There is one way to protect your settings - you can place a Credit Card on file to be billed at the premium rate. That way when you return and can maintain the minimum call volume requirement, you don't have to start from scratch.

We want to stress that this is not required on a dispatch account. It is merely a suggestion to protect your settings. We will always try to work with you to avoid losing settings or posting a charge.

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# TOOLS OF THE TRADE

Most of us have had an experience where we hear a size up but miss the address. You then sit anxiously waiting for a location, or for the Broadcastify archives to post, hoping someone else does not get “your call” out before you can get the info.



Another cool website for those of you who are into traffic alerts is the Waze Live Map. Most of you know that this app is an awesome way to get to your destination or to avoid getting a speeding ticket. It also offers an awesome web page for seeing the effects of a traffic notification that you have sent or are considering.

There may now be an easier way.

eDispatches is now posting their content online with a searchable format. They normally post over 9000 alerts each day. This makes it a great resource for information if you want to acquire an address or even troll for incidents to increase your points for the week. We want to stress that all calls must be verified by on scene reports and these are only recordings of the original dispatch. Check out their log at <https://www.edispatches.com/call-log/>

The Waze live map allows you to type in an address and see icons for the accident, see how fast cars are driving, and occasionally notes from their users (Wazers). Just like everything else we do, all IPN pages must be verified by public safety units on the scene. Therefore, do not page a Major Accident just because a “Wazer” says there is a Major Accident. The Waze Live Map can be found at <https://www.waze.com/livemap>

**8-30-2017 | CAL|  
Pierpoint Springs, CA  
(Tulare County)| Major  
Brush| 154.010/151.190|  
42400 Hwy 190| U/D:  
Pier cmd advises fire  
now at 1200 acres, air  
support,TCFire | CAL031**

Photographer David Singleton captures the glow from a 1650 acre fire in Pierpoint Spring, CA. Read more on it here: <https://inciweb.nwcg.gov/incident/5548/>

# FRIENDLY DISPATCHING REMINDER

Every call should be entered so that it Geocodes. Every day our QA team is seeing members lose points because they are not adhering to what has been explained in this newsletter and the support issues that many of you have received. We hate to see these deductions taking place but the importance of entering an address correctly cannot be stressed enough.

Many dispatchers continue to enter intersections incorrectly using either "and" or "at". The way an intersection will geocode is by using the ampersand character "&" to separate the street names. For those who have never used the character it can be created by pushing the shift key and then the number 7. No other words or characters work for intersections.

Calls on Major Highways do not qualify as intersections. You should NOT use the ampersand character for these calls. Highway calls should be entered with the @ character. This is created by pushing the shift character and the number 2.

When you are unsure of an exact address you should simply type the nearest block, intersection or the reporting party's location. Do not use the acronyms IAO or IFO prior to the numeric in the address box. You can always update the call if there is a significant discrepancy. We really need to keep the extra

words and characters out of the address box so that they geocode function works as intended.

Lastly, A few months back we asked that members enter full street names. Many of you misinterpreted this to be spelling out "Avenue", "Street", "Boulevard" and the like. That is not what we meant. All of these suffixes should be abbreviated in their common forms. When it doubt look it up. We have seen some very strange versions of roadway abbreviations. Seriously bad stuff.

What we do want to see for spelling it out with complete street names if the full name of the roadway. Far too many people send pages out for 200 Brown or Brown and McKensie. This is totally unacceptable. QA views it as being lazy and will ding your points. If the address is 200 Brown St then enter "200 Brown St". If the call is at Brown St & McKensie St you need to but a suffix on each of the streets. That would be Brown St & McKensie St. Do not get lazy and put "Brown & McKensie Sts" because this will not geocode.

While we all understand that rules are a pain in the behind, this is something that has been presented several times. Each of us takes pride in what we do and this should include entering the location professionally. Nobody wants you to lose points but this is often the only way to get your attention. Please join the hundreds of other dispatchers on here who are getting full credit by adhering to these fairly simple policies.







8-17-2017 | CON | Waterbury,  
CT (New Haven County) |  
Major Accident | Meriden Rd  
& National Ave | E-5 o/s MVA  
involving a ambulance with  
entrapment | CON203 |

Photographed by  
Rick Kulmann

## MONTHLY STATS

January	February	March	April	May	June	July
New York	Florida	Florida	Florida	California	New York	California
California	New York	New York	California	Florida	California	New York
Florida	California	California	New York	New York	Florida	Florida
New Jersey	New Jersey	Mass	New Jersey	Mass	Mass	Illinois
Texas	Mass	New Jersey	Illinois	Illinois	Illinois	Mass
Mass	Pennsylvania	Maryland	Mass	Texas	New Jersey	New Jersey
Pennsylvania	Maryland	Illinois	Texas	New Jersey	Pennsylvania	Texas
Wisconsin	Texas	Texas	Pennsylvania	Ohio	Ohio	Pennsylvania
Ontario	Wisconsin	Ohio	Ohio	Pennsylvania	Texas	Maryland
Ohio	Illinois	Pennsylvania	Maryland	Connecticut	Maryland	Connecticut

The big news for the month of July is our Illinois chapter. Everyone has watched as this chapter made their way up the chart with purpose. This month they transmitted 1370 incidents to steal the spot from Massachusetts by 200 calls! Absolutely incredible!! We hope to see this continue.

In other news, California and New York rallied to beat out Florida. It was not too long ago that our LAX dispatchers dominated the activity level for the state. That is no longer the case. The CAL chapter posted an equal number of Calls in July. Although coverage in LAX could use a little boost lately, this is nothing short of amazing!

We also saw Connecticut reappear on the Top 10 for July. They rallied to beat the Ohio chapter by just over 100 incidents. Great job everyone! Thank you.

8-22-2017 | FLA | Kendall Lakes,  
FL (Miami-Dade County) | Major  
Accident | MDRF South Disp |  
Sw 129th Ct & Sw 47th St | U/D:  
MDRF Sta 37 o/s, MVA rollover,  
2 patients, 1 trauma alert  
by ground, declared after  
evaluation | FLA420 | 18:28

Photographed by  
Bryan Galan



# FROM THE TOP

As the majority of our dispatchers know, alerts sent by IPN are based on confirmed reports via public safety radio. Based on the type of incident we require verification to be made by the most appropriate agency. Having a good grasp on Fire Department, Law Enforcement and EMS agencies is key in making sure calls are valid prior to a page being sent.

One of the most common errors made by dispatchers is to send a 1 Alarm or Working Fire based on a report from a police unit. This is simply not allowed. While many police officers have a good grasp on what is a valid W/F only the fire department can declare a working fire. We do allow the report from Police or EMS as confirmation on auto extrication calls however just about all other forms for Tech Rescue must be based on Fire Rescue radio traffic. At no time would we ever send a Tech Rescue notification based on a report from any other radio traffic.

At no time should a page be sent based on the personal observations of an IPN dispatcher. All details must come from public safety radio. In the absence of a size up from the fire IC, you may include this info based on your own observations, such as a building description and condition. Be sure to leave out any personal commentary. It is not permitted under any circumstances to indicate "I see blah blah blah" or "FLA999 o/s".



8-3-2017 | WVA|  
Sissonville| 1 Alarm Fire| 155.145| 85  
Bethel Lane| E261 O/S Heavy Fire Showing  
Single Story House - No Entrapment - Water  
Supply Issues M/A:Malden M/A| WVA001

Photographed by Eddie Elmore

## CONTACT US

Please send us your article suggestions, incident photos, input, and feedback. We want to hear from you and share it with other dispatchers!

Remember, this is YOUR newsletter!

### Newsletter Story & Photo Submission:

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### General Support:

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